

Group Health Plan

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|--------------------------|---|-------------------|---|
| Type of User: | Health plan | Contact: | William Fischer Health Care Consultant |
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Survey Instruments and Purpose

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| Survey Instruments | CAHPS Health Plan Survey |
| Version/Population | <ul style="list-style-type: none"> • Commercial – Adult • Medicare |
| Additions/Changes to Instruments | This sponsor uses the survey in its entirety and adds supplemental questions. |
| Purpose of Project | Group Health Plan uses the CAHPS survey for quality improvement and member satisfaction. |

Survey Administration

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| Administered Since | |
| Administration Mode | Mail with telephone follow-up |

Uses of Survey Results

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| Reporting | Group Health Plan reports CAHPS results to members and providers. The plan also participates in the State of Missouri's report card for Medicare and commercial health plans |
| Quality Improvement | The plan reports its results to its quality improvement committees, which then identify areas for improvement and implement plans to impact those areas. |
| Marketing/Publicity | None |

11/19/2004